

## Customer Service notice for Customers of Eftel, aaNET, ClubTelco & Engin

Staff Redeployment impact service in the Alice Springs District of the Northern Territory

As previously notified on 13 May 2013, our normal operations have been affected by a series of extreme weather and flooding events, which have caused damage to the telecommunications network throughout widespread areas of Queensland and New South Wales. More recently, heavy rains and lightning strikes have impacted operations in Western Australia. This necessitated our wholesaler in redeploying a large number of staff from across Australia to the affected regions.

Due to the extent of damage to the network, the impact in the affected region has been greater than initially estimated, and as a consequence the redeployed staff will remain in the affected regions and continue repair work. The expected recovery date has now been extended to 28 June 2013. As a result, there will be delays to normal installation and repair activities in the Alice Springs District of the Northern Territory, as staff from this region are redeployed.

We have identified that the effect of these circumstances applies to an additional 100 services, bringing the total number of services impacted to approximately 400 services.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

08 8950 0000 To 08 8966 9999 08 8993 8000 To 08 8993 8999

As these circumstances were outside of our control, we are claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011. Therefore, we are notifying customers that normal installation and repair time frames may not be met during the period **from 3 May 2013 to 28 June 2013 inclusive**. This date is indicative only and customers should anticipate that some further delays may occur.

Customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting us on the numbers below and quoting Exemption Reference Number **NT\_05\_CSGNOTICE\_06052013**:

- If you are an **Eftel** customer, please dial 1300 550 550
- If you are an **aaNet** customer, please dial 1300 665 076
- If you are a **ClubTelco** customer, please dial 138 352
- If you are an **Engin** customer, please dial 1300 305 000

Alternatively, you may challenge this exemption with the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. We would like to apologise for any inconvenience caused by the damage, and thank all affected customers for their patience while repair work is carried out.